Complaints of Poor Customer Services

1038. SHRI YADLAPATI VENKAT RAO: Will the Minister of FINANCE be pleased to state:

(a) whether it has come to the notice of Government that after introduction of Voluntary Retirement Scheme in many Banks, the customer service has deteriorated;

(b) whether the number of complaints in this regard has increased; and

(c) if so, what steps are being taken to improve the working of Banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI GINGEE N. RAMACHANDRAN): (a) to (c) Banks have informed that generally there has been no deterioration in the quality of customer service. It has also been reported that there has not been exceptional increase in the number of complaints on customer service after implementation of VRS by the Banks. Banks have undertaken reassessment of their cadre-wise staff requirements at different centres post VRS in order to provide the requisite staff by relocation and by need based promotion. Other measures include restructuring of the administrative tiers/Controlling Offices in order to redeploy surplus staff to operational units, speeding up of computerisation of branches/offices, installation of ATM at major commercial and residential centres, etc.

Downfall in Tax Collection

1039. SHRI NANA DESHMUKH: Will the Minister of FINANCE be pleased to state:

(a) whether the revised estimates for fiscal year 2000-2001 has shown a downfall in tax collections;

(b) is so, the quantum thereof and the reasons therefor; and

(c) what steps are being taken to augment the tax collections during the current fiscal year?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI GINGEE N. RAMACHANDRAN): (a) and (b) Sir. The revised estimate for revenue collection from direct and indirect taxes